



PATH Inc. 2-1-1 Inclusion/Exclusion Policy

PATH Inc. provides comprehensive information and referral services, linking residents to health and human services in the community. The following guidelines are used to determine if an organization is eligible to be listed in the PATH Inc. 211 resource database. There is no cost to any person or entity to be included in the database.

The following criteria MUST be met to be in order to be considered for inclusion in the PATH Inc. 211 resource database. (MANDATORY CRITERIA)

- Organization provides a health or human services.
- Organization must demonstrate provision of service for at least 6 months.
- Organization must have an established service site and business phone number. Exceptions can be made for web or telephone services that otherwise meet the inclusion requirements.
- All organizations included 211 resource database must agree to update their service information, at minimum, once each year.

Organizations meeting the following criteria may be eligible for inclusion, provided they meet all mandatory criteria above and do not meet exclusion factors below.

- Government (local, state, federal) agencies that provide social, consumer, criminal justice, education, legal, environmental or other services to residents.
- Non-profit organizations that provide social, educational, legal, community, consumer, health or human services.
- Churches, social clubs, service organizations, and civic groups that offer a service to the community at large.

The following are boundaries that have been established with regard to the status of organizations (types of agencies and services) that will be included in the database:

- ❖ **Community Resources:** 501(c) organizations that provide a direct service or information about a direct service will be included. Examples include financial assistance, food pantries, support groups, shelters, etc.
- ❖ **Housing:** Housing Authorities or other agencies that are intake points for housing programs. Low income/subsidized rentals may be included.
- ❖ **Health:** Local hospitals, FQHC's, and hospice providers that accept Medicaid for payment will be included. For-profit private clinics and private practitioners will not be included.
- ❖ **Legal:** Only nonprofit organizations that offer free or sliding fee scale services will be included. No private practice attorneys will be included.
- ❖ **Education:** State colleges, community colleges, and Regional Offices of Education will be included. Other educational organizations that offer pertinent services on a free or sliding fee scale that would benefit the populations served are included. Examples: GED classes, English as a Second Language (ESL), etc.
- ❖ **Employment:** Only government funded programs and community job assistance centers that have no fees for service will be included.



Organizations meeting the following criteria may be considered for inclusion provided they meet all mandatory criteria above and do not violate any exclusion factors.

- For-profit organizations providing health or human services not adequately available from the non-profit sector and are considered on an individual basis. The service must be available for free, low cost, or on a sliding fee scale based on income, or accept Medicaid. The agency must have a documented policy for the provision of services on a sliding fee scale. If a service's cost is considered to be generally prohibitive, the service may not be included.
- Support groups that are not part of a larger agency that do not charge a fee for service and can demonstrate provision of service for at least 6 months.
- National organizations and out-of-county entities, including statewide and national toll-free phone services, that offer needed health and human services and which address a gap in local services or in the case where the out of county service is more accessible to residents than the equivalent services offered.
- Professional Associations providing a public service (e.g. information and referral).

Organizations meeting the following criteria will be excluded in the PATH Inc. 211 resource database.

- Any organization which promotes or delivers illegal services.
- Any organization that uses the service to fundraise.
- Organizations that misrepresent themselves, fail to respond to updating contacts, or deny service based on prejudice or discrimination.
- Services which are available only to members of a certain group or affiliation. For example, counseling available to a church's parishioners only.
- Organizations that proselytize as a condition of services.
- Organizations that offer free or low-cost services only to market the organization's main business when the organization's main business/services are not appropriate for 211 inclusion.
- Private practitioners or group practices of mental health providers, medical doctors, dentists, legal/paralegal providers, etc.
- Organizations that do not maintain a consistently available contact person may not be included in the database or may be removed from the database. Access through an answering machine is acceptable.
- Services provided to established clients only and not available to the general public.
- Government Officials: Individually elected government officials will not be listed; for example, state representatives, congressmen, city councilmen, etc. This is in an effort to remain non-partisan.

PATH Inc. reserves the right to exclude from its database any organization that it has adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups, or the community as a whole.

Guidelines for Review and/or Appeals

Should special circumstances exist which are not effectively covered by the preceding guidelines, or if there is disagreement about inclusion or exclusion, the agency or organization in question may contact PATH Inc. 211 at info@pathcrisis.org and request a review of the inclusion/exclusion decision.



Disclaimer

Eligibility for inclusion does not guarantee inclusion. Inclusion in the PATH Inc. 211 database does not imply endorsement and omission does not indicate disapproval.

PATH Inc. 211 may exclude or remove organizations from the PATH Inc. 211 resource database at any time at the discretion of the PATH Inc. 211 Database Resource Department. Exceptions to this policy may be made at the discretion of the PATH Inc. 211 Database Resource Department.

This policy does not prohibit the inclusion of any program that targets services based on age, gender, health, disability or other characteristic designed to meet special needs of targeted populations. However, the program must be open to all people in those targeted populations.

Potential grounds for exclusion or removal from the database may include, but is not limited to, service non-delivery, fraud, misrepresentation, discrimination, or proven or alleged criminal activities.

Information provided by organizations and individual service providers and included in the PATH Inc. 211 database will be made available to the general public in various formats, including telephone information and referral, an online searchable database of services and/or printed materials. PATH Inc. 211 reserves the right to edit information to meet format, guideline and space requirements. Information listed in the resource database represents what is provided to PATH Inc. 211 by service providers and, as such, PATH Inc. 211 neither guarantees nor makes any representation as to the accuracy or completeness of the information contained in its resource inventory. PATH Inc. 211 disclaims any and all responsibility and liability that may be asserted or claimed resulting from or arising out of reliance upon the information and procedures presented in the resource inventory.

